

LONDON SOUTHEND AIRPORT

**Minutes of meeting No. 99 of the Consultative Committee held on Wednesday, 22 August 2018
at 2pm at Southend Airport**

Present: Stuart Greengrass	Chairman
Glyn Jones (GJ)	CEO, LSA
Jo Marchetti (JM)	Community Affairs Co-ordinator, LSA
David Osborn	Deputy Chairman,
Councillor Ray Howard, MBE	Castle Point Borough Council
Councillor Jill Reeves	Essex County Council
Councillor Valerie Morgan	Leigh Town Council
Councillor Peter Elliott	Maldon District Council
Heidi Turnbull	Maldon District Council
Councillor Mike Lucas-Gill	Rochford District Council
Councillor Arthur Williams	Rochford District Council
Paula Chapman	Rochford District Council
Councillor Laurie Burton	Southend-on-Sea Borough Council
Councillor Meg Davidson	Southend-on-Sea Borough Council
Councillor Ann Holland	Southend-on-Sea Borough Council
Ron Smithson	Southend Flying Clubs
Mike Sessions	Jota Aviation
Emma McDonnell (EM)	Minutes

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Steptoe, Councillor May, Andrew Lewis, Martin Howlett and Jason Thorn.

2. MEMBERSHIP AND CHAIRMAN'S OPENING REMARKS

The Chairman welcomed GJ who confirmed that a replacement COO had been found and will be starting in October 2018. GJ advised that for the foreseeable future, GJ will be attending the LSACC meetings until the COO has been in position for a period of time.

The Chairman asked those members and representatives attending for the first time to introduce themselves and welcomed Councillor Laurie Burton and Councillor Ann Holland from Southend Borough Council.

Councillor Howard advised that Simon Hart will be replacing Alf Partridge, Castle Point Borough Council, on the Committee and the meeting was unanimous in agreeing for the Chairman to write a personal note of thanks to Councillor Partridge for his support and commitment to the LSACC over recent years and to wish him well.

2.1 EM to draft the letter to Councillor Partridge over the Chairman's name for approval.
Actioned – remove from minutes.

2.2 EM requested that as a result of the recent local elections, could all Councils notify her in writing of any membership changes as soon as possible. **Actioned – remove from minutes.**

3. ADOPTION OF MINUTES FROM LAST MEETING 9 MAY 2018

3.1 The minutes of 9th May 2018 were agreed and adopted with no amendments required.

4. MATTERS ARISING FROM PREVIOUS MINUTES

4.1 Tour of airport

EM confirmed that it had been agreed that a tour of the Airport for new and existing members (including John Stanton who was no longer a member) would be more appropriate once JH's successor was in position and all the current improvement works had been completed. **Points Forward Diary November 2018.**

**PFD
07/11/18**

4.2 Annual Report

JM confirmed that no comments had been received from members, EM had proof-read the draft document, and the final version had been approved and distributed – copies were provided to all attendees. **Actioned – remove from minutes.**

4.3 Draft Noise Action Plan

JM advised that no comments had been received by members and the final document had been presented to DEFRA in August. JM commented that the review process by DEFRA is lengthy and JM will provide an update when available. **Actioned – remove from minutes.**

4.4 15 minutes free drop off/pick up zone moved to Long Stay 3

Following feedback from ACC members at a previous meeting, JM presented 'before' and simulated 'after' images of the signing for passengers directing them to Long Stay 3 for the 15 minutes free drop off/pick up zone. Committee members agreed that the proposed revised signage is much clearer to enable passengers to make an informed decision in relation to their requirements for parking. **Actioned – remove from minutes.**

- 4.5 In relation to M Sessions' previous concern that vehicles are often parked outside Viscount House for a week at a time, ie passengers travelling, as there are no restrictions, it was agreed that JM would arrange for LSA's new Commercial Manager - Surface Access, Charlie Dowde, to liaise directly with M Sessions.

**JM
30/08/18**

5. SURFACE IMPACT ACCESS ROUTES

GJ provided the meeting with an update in relation to the Airport's involvement to improve surface access routes, ie rail and road. To summarise, in relation to rail, frequency, price and stock wasn't a problem, it was the issue of the need to have early and late trains. LSA is in regular discussions with Greater Anglia and C2C and will provide an update when available.

With regard to road, ie A127 and A13, GJ commented that there is obviously no 'quick fix' and the Airport is as passionate and determined as members of the Committee to do everything within its power to improve these access routes. GJ advised that he personally sits on working groups to discuss this important issue and is in constant dialogue at senior level with local authorities and MPs who are very much respected.

- 5.1 The Chairman agreed that this item should remain on future agendas.

**ALL TO
NOTE**

- 5.2 Further to Ron Smithson's request, Councillor Howard to provide a 'Who's Who' of local councillors to allow him to raise ideas separately in relation to this important subject.

**RH
30/08/18**

6. HISTORY OF JOTA

M Sessions, Managing Director of Jota, provided a presentation on the history of Jota and its current operations to all attendees. In summary, Jota, established in 2009, is a ‘go to’ airline as it is a broker for passenger supply and cargo aircraft, with a fleet of 7 aircraft (4 x freighters and 3 x passengers), employing 120 individuals. M Sessions explained that there is an industry wide current shortage of pilots and Jota is currently carrying out its own training programme of cadets.

The Chairman and Councillor Howard thanked M Sessions for his professional and informative insight into Jota.

7. AIRPORT DIRECTOR’S REPORT

The Committee had previously been issued with the report prepared by GJ, covering the period May to July 2018 and the Chairman commented that it would be taken as ‘read’.

(a) Performance

The report contained the following performance figures:

Total aviation movements	May	June	July	Total
2018/19	3,245	3,509	3,695	10,449
2017/18	2,783	2,608	2,748	8,139
Commercial movement 2018/2019	1,788	1,984	2,196	5,968
Commercial movement 2017/2018	1,290	1,338	1,439	4,067
Passengers 2018/19	129,070	144,271	168,442	441,783
Passengers 2017/18	100,061	107,493	120,030	327,584

(b) Overview

GJ reported the airport continued to grow strongly through the early summer, with passengers up 35% year-on-year in May, June and July. This is largely due to additional FlyBe capacity, supported by the new Air Malta operation. easyJet capacity will increase from late summer, with the arrival of the fourth aircraft.

Growth in commercial movements in the period was very much in line with passenger growth, at 35%. More significant as a percentage, though by no means in absolute terms, which remain low, was the growth in business jets, following the re-launch of the Stobart Jet Centre in January. In May, June and July, LSA handled 629 business jet movements, compared with 206 in the previous year. There has been a degree of publicly expressed concern about movements of private jets at night. GJ explained that private jets are subject to the established night movement controls and that even in the busiest month for night movements to date (July), the night movement quota of 120 for all aircraft, including private jets, was not reached. A total of 87 private jet movements operated at night in that month.

In the Terminal several changes have taken place. LSA signed an agreement with The Restaurant Group for them to take over the catering operation and introduce six new, High Street brands, largely in response to feedback that customers wanted more choice. To-date, Costa Coffee and Giraffe Stop have started trading, with a new bar-restaurant under the Navigator brand scheduled for September. The airport also extended and refurbished its Skylife lounge, again in response to customer feedback, and opened it in early July. Although it is to some extent a work in progress, use of the new lounge is already twice what it was last year.

(c) New Airline Business

May saw the start of a new service by Air Malta to Malta, Cagliari and Catania. The service has started well in terms of passenger volumes. easyJet have added a 4th aircraft for this summer's operation and announced new services which started in July, to Bordeaux, Prague, Pula and Dubrovnik. They have also announced a new service to Sofia, starting in December 2018.

May also saw the return of Thomson's weekly charter flights to Palma, Majorca, which are operated by Volotea with an Airbus A319.

June saw the year's biggest aviation news, with the announcement from Ryanair, that LSA will be their 14th UK base. They will be basing 3-aircraft at LSA from this winter and will operate 60 flights per week to 13 destinations. New routes for LSA will include Bilbao, Corfu and Kosice. This is a significant announcement and shows that LSA has a big role to play in the London capacity debate and shows Ryanair's confidence in a growing London Southend Airport.

Loganair services to Carlisle were delayed due to operational issues relating to the supply of newly trained air traffic controllers. The service is now expected to start next summer and will be operated by a 34-seat SAAB 340, taking 1hr 25min each way.

Bernard Lavelle, Aviation Business Development Director, has attended several meetings with potential new airlines. Adria Airways have announced a new service from Paderborn to LSA, starting this winter. It is hoped other announcements will be made later this year.

(d) Operations

The key operational issue is LSA's response to the growth challenge - this is in three parts: people, equipment and infrastructure.

On the people front, in June the airport transferred its handling team into another Stobart business, Stobart Aviation Services. The transfer went well and there is no visible difference to customers. The current challenge is training in a busy operational environment and LSA will employ a full-time training and development manager for Aviation later this year.

On equipment, LSA has invested in a number of areas, including fuel bowsers and fixed ground power, to be able to support both the Jet Centre and the established airport. On infrastructure, the airport is running seven major projects at the same time to increase terminal and fuel farm capacity, as well as to deal with surface water drainage and other key matters.

The level of customer service has been impacted by repeated faults on one particular aircraft, which has twice been returned to the manufacturer for rectification, but which continues to display shortcomings. This has led to material delays, which then knocks on to staff availability, compounding the problem. Whilst customer satisfaction remains high, in the mid 80%, it is plainly not welcome.

The opening for commercial operations of Carlisle has had to be deferred due to a combination of difficulties in recruiting and training Air Traffic Controllers and infrastructure challenges. The difficult decision to defer scheduled flights until Summer 2019 was taken to ensure sufficient time to fully address both issues. Most of the infrastructure questions have now been answered and the team is working through a detailed plan to ensure that Air Traffic Controllers are in place well ahead of next April.

8. PLANNING ISSUES

The AOD's report included information about the following planning issues:

(a) Future Projects

The project to extend the Terminal to accommodate the new Hold Baggage Screening requirements is well underway. LSA has selected a supplier for the x-ray machine and have an initial design for the hold baggage system. The airport is now evaluating self-service bag drop and automated immigration gates to support increased departure and arrivals flows, ahead of a build programme likely to begin in early 2019.

LSA is also preparing works to strengthen and resurface the runway to improve particularly wet landing performance.

Analysis has begun of passenger flows within the existing terminal. The objective of this project is to ensure that the airport uses the available space as effectively as possible to maintain a high-level of service with increased footfall.

LSA has also begun work on a number of ancillary areas, including fuel farm capacity and surface water drainage, both to ensure it is able to support growth but also to deal with environmental responsibilities.

9. INWARD INVESTMENT, EMPLOYMENT AND TRAINING

Included in the AOD's report was information relating to inward investment, employment and training.

(a) Employment and training

GJ explicitly stressed that attracting quality talent remains an ongoing challenge in several areas of the business. LSA has succeeded in recruiting sufficient people in most areas although not quickly enough to complete all training as early as the airport would have preferred. A key focus now is to ensure the airport learns from the experience and secures the right people with the right skills in place ahead of Summer 2019. Key to this is the recruitment of a Divisional Training and Development Manager.

10. COMMUNITY RELATIONS

Included in the AOD's report was information relating to community relations.

(a) Noise

JM reported the total number of noise complaints for the Q2 period May, June and July 2018 was 591 (this excludes complaints for which no aircraft could be found to be operating at the time of the complaint). This compares to 129 for the same Q2 period ending July 2017, as shown on the table below:

Noise Complaints Summary May, June & July 2017/18

2017	Complaints	No aircraft	Total	Night	Mr W	BA training	Engine test		Standard operations
May-17	26	-3	23	7	2	4			10
June-17	73	-11	62	12	41				9
July-17	53	-9	44	8	22	3			11
	152	-23	129	27	65	7	0		30

2018	Complaints	No aircraft	Total	Night	Mr W	BA training	Engine test	Mrs K	Standard operations
May-18	151	-7	144	57	2	65	2		18
June-18	130	-21	109	75	9	5			20
July-18	393	-55	338	164	17	3		97	154
	674	-83	591	296	28	73	2	97	192

73 complaints related to BA training flights (see table below), 296 complaints related to aircraft operating to/from the airport during the agreed night-time period (93 delayed passenger flights, 12 diverted arrivals, 21 freight flights and 18 non-passenger positioning flights, 148 executive business flights, 3 exempt (police/coastguard)).

BA training

Date	Day	Flight Ref	Aircraft	Type	Runway	Start time (zulu)	Finish time (zulu)	Circuits	Complaints
01/05/2018	Tues	CFE9772	GLCYT	E190	23	1125	1320	9	
04/05/2018	Fri	CFE9772	GLCYE	E170	23	1100	1137	5	
04/05/2018	Fri	CFE9772	GLCTE	E170	23	1158	1308	6	3
11/05/2018	Fri	CFE9772	GLCYH	E170	23	1207	1255	4	
23/05/2018	Wed	CFE9772	GLCYE	E170	05	1241	1355	6	5
26/05/2018	Sat BH	CFE9772	GLCYF	E170	05	1207	1331	9	42
27/05/2018	Sun BH	CFE9772	GLCYH	E170	05	1100	1128	4	15
19/06/2018	Tue	CFE9772	GLCYG	E170	23	1030	1309	10	
19/06/2018	Tue	CFE9772	GLCYG	E170	23	1406	1446	4	5
05/07/2018	Thurs	CFE9770	GLCYH	E170	23	1201	1245	6	1
19/07/2018	Thurs	CFE9772	GLCYE	E170	05	1007	1032	4	2
19/07/2018	Thurs	CFE9772	GLCYE	E170	05	1039	1255	5	
									73

28 complaints were submitted from Mr W from Leigh-on-Sea, SS9 (a regular complainant). A new complainant, Mrs K, also from the SS9 postcode area, started submitting complaints in July. From 15 July to 8 August (25 days) she submitted 143 complaints, almost all were about standard passenger arrivals and departures over Leigh-on-Sea. These two complainants account for 21% of all Q2 complaints.

During the Q2 period, noise complaints increased by 343%. There are a number of factors which have attributed to this;

- Increase in executive business jet arrivals at night whilst Luton and Stansted were sanctioned for not keeping to their night quotas. Both airports are under temporary night time closures until 1/10/18. LSA has been able to accommodate these additional night flights within its existing S106 quotas.
- The press release concerning the additional restrictions imposed at Luton and Stansted was unhelpful in that it stated that LSA was the ‘only London airport with no night time restrictions’. This prompted a number of discussions in anti-airport social media sites.
- Due to the recent high-pressure weather pattern, LSA has been unable to operate most of the night flights over Rochford in accordance with the Preferred Runway Scheme – most night time complaints are from Leigh-on-Sea.
- A large number of complaints were received about the BA training over the Bank Holiday weekend 26/27 May (all from a very small, specific area of the Marine Estate in Leigh).
- The warm weather has meant that local residents have had their windows and doors open and therefore aircraft noise has been more noticeable.
- Due to French Air Traffic Control industrial action (during May), stormy weather, and operational issues with some aircraft, there has been a number of delayed passenger aircraft arriving back to the airport after 11pm.
- The announcement of Ryanair joining LSA next year has generated an increase in complaints from residents that are fearful of an increase in noise levels – in much the same way as before easyJet flights commenced in 2012.

A number of complaints did not relate to specific aircraft movements. Whilst these have been recorded as ‘noise unrelated to Southend Airport’ or ‘no aircraft operating at the time of the complaint’, LSA has provided each complainant with general information about its operating controls and explained why they may have noticed more night flights recently.

All complaints for the quarter period were investigated and the aircraft in question were found to have been operating within agreed controls.

The number of arrivals (during the daytime) over Leigh-on-Sea was 56% for the Q2 period. Whilst this has increased over the 3-month period to more than the 50% quota, the percentage for the current reporting period to-date (Mar – Jul) is 49%. The airport fully expects the annual target to be met.

GJ and JM stressed that the Airport operates, and will continue to do so, within the agreed limits and despite claims to the contrary, has at no time breached or exceeded the night quota limits. Information relating to permitted night-time movements is available in the public domain on LSA’s website and social media pages.

JM also reported that LSA had met with the Hockley Residents Association recently following their concerns relating to BA training and light aircraft held in training circuits. A visit to the airport and discussions with ATC had proven immensely helpful to the Association as they went away with a greater understanding of the process.

JM commented that a similar visit to the airport had been undertaken by residents on Wells Avenue in relation to concerns regarding development of the airport. Once again, the residents went away with more of an insight into why things have to be carried out in a certain way, and LSA will engage with Wells Avenue Residents Association on a quarterly basis.

The Chairman thanked JM for such a detailed and thorough report and the following actions were agreed:

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| 10.1 | JM to update the LSA website to include a comprehensive Q&A section on the ‘Noise’ tab to provide as much clarity as possible in terms of this important subject. | JM
07/11/18 |
| 10.2 | The meeting agreed that JM is to provide the Chairman the file of correspondence relating to the 143 complaints from Mrs K to allow him to carry out a comprehensive review and determine the next steps, following the procedures in place. JM to provide an update at the next meeting. | JM
07/11/18 |
| 10.3 | Councillor Elliot to provide JM information relating to a specific take-off noise query over Burnham at 09:05. | PE
23/08/18 |

11. COMPLIANCE WITH SECTION 106 AGREEMENT

The Quarterly Section 106 Return for the three-month period May to July 2018 was reviewed - there were just three NPR breaches for the quarter, one of which was due to ATC instruction to avoid a storm cell. JM explained that infringement notices had been issued to the remaining two and went on to summarise the circumstances behind each breach.

JM also confirmed that investigations into the two infringements reported at the previous meeting had been concluded and the infringements upheld.

12. BIRD SCARING

JM advised the meeting that a resident who lives on the airport boundary, whose garden backs onto the runway at the Rochford end, has complained about noise from bird scaring. JM confirmed that she has communicated with the resident to explain the Airport’s procedures and the various techniques used to scare birds, and the resident is insistent that her concerns are included in the noise reporting system. JM has advised the resident that her concerns will be discussed in detail with the LSACC.

GJ emphasised to the Committee that the issue of bird scaring is an extremely important issue and is being treated as a priority at LSA. There was a recent incident in early July of an easyJet aircraft on take-off being struck by a bird which was feeding on flying ants – one of the engines was taken out and was therefore forced to immediately divert to Stansted.

GJ stressed to members that for LSA to include bird scaring in its noise reporting system would result in it being inconsistent and therefore non-compliant with all other airports in the UK and would also result in a trend analysis being invalidated as the airport’s aircraft noise complaint statistics would be unfairly distorted. GJ went on to explain that LSA is evaluating new and alternative bird scaring methods continuously.

Following a detailed discussion and the informed update by GJ and JM, the meeting was unanimous in that bird scaring complaints should be kept separate from the noise complaint reporting, but obviously treated with the utmost importance as bird scaring is a priority matter for the airport, and for the Chairman to review the correspondence and respond in due course to the resident on the committee’s behalf.

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| 12.1 | The Secretary to send a ‘holding’ reply to the resident while the Chairman carries out a thorough review of the correspondence before going back to her with his findings. Actioned – remove from minutes. |
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12.2 The Chairman to write to the resident to confirm the outcome of his findings.
Actioned – remove from minutes.

13. PRESS PACK

The pack of newspaper cuttings relating to the Airport was available and noted.

14. ANY OTHER BUSINESS

Committee dates for 2019 are below.

15. DATES OF NEXT MEETINGS

The next Committee meetings, starting at 2pm at the Holiday Inn Hotel, are as follows:

Wednesday 7 November 2018

Wednesday 13 February 2019

Wednesday 15 May 2019

Wednesday 7 August 2019

Wednesday 13 November 2019

The meeting ended at 4.25pm.

Signed _____ Date: _____